



Income Supports and Supportive Services Subgroup Meeting Minutes February 6, 2009

Items Relevant to Other Workgroups

None

Attendees

- Paul Beiring
- Sarah Rinsema-Sybenga
- Dave Verseput
- Monica Bellamy
- Nancy Oliver
- Jennifer Stewart
- Bill Cox
- Scott Dzurka
- Jeff Kaplow (PPA)
- David McConnell (PPA)

Discussion Items

Goals for This Meeting

- Go through each of the actions and check progress
- Get people who are not assigned to an action involved
- Review and clarify outcomes

Review of Progress on Action Items

Action 2.1.1: Identify Best Practices in Supportive Services

- People have been sending Paul best practices. He has received some, but not as many as he thought he might.
- He has begun to look across these examples for commonalities.
 - They all have engagement in common—going out into the community.
 - They are also aggressive in assessment.
- He would like people to send him more so that he can continue his analysis.
 - Major Bill Cox is going to send Paul a brief write-up of what the Homeless Advocate does and what that position entails.
 - Paul also has some students looking at best practices in other states.
- When Paul has gotten a little further along, he will send a write-up to Jeff. Jeff will then disseminate this to the group.

Action 2.1.2: Identify Barriers to Supportive Services

- One barrier was mentioned.

- For Region 1, the local DHS supervisor is looking at a 45-day turnaround for services.
- Local DHS has dropped about half of their staff in the past 8 years and are expected to do the same amount of work.
- Also, the local MPRI initiative is broke.

Action 2.3: Investigate Service Provider Database or Resource Portal

- Dave to touch base with Cathy to see what needs to be done.
- Can contact Scott for resources as well.

Action 3.1: Examine Use of SOAR and Limits of SOAR Training

- Monica can follow up on this one.
 - There is a new training schedule for 2009; there was a meeting last week.
 - Trainings are going to take place in central locations; probably four trainings this year statewide.
 - Working with Paul to get this on the Web site to make sure that people have access to the information.
- There is a statewide group already looking at this.
 - The issue is that people are just not using it, over 900 people trained and 150 completed applications.
 - There needs to be more than one person in each county trained, the obstacle seems to be having the time to do the application.
 - There is the impression that it takes a really long time to complete an application. (80-90 hours).
 - ◆ Actually takes 20-40 hours for all the steps
 - ◆ Monica can offer technical assistance because it should not take that much time.
 - There are 530 applications that have been approved, in the process of being completed, or pending.
 - Turnaround is 66 days.
 - There are sometimes issues with the gathering of documents on the recipient's end.
- This action should be changed to having Monica monitoring and reporting back to the group on what is being done. No need to duplicate what the statewide group is already working on.

Action 3.2: Review United Way Benefits Software Evaluation

- Scott and Chuck have been working on this.
- At the point of wrapping up the business plan, putting out RFQ to two vendors, and checking with funders to get this launched.
- Scott will send business plan to the group when it is completed.

Action 4.1: Identify Strategies for Overcoming Transportation Barriers

- Engagement is a big piece; instead of getting the client to the services getting services to the client.
- Region 5 has a mobile services unit that goes out, but not sure how that is going.

New Assignments

- Nancy Oliver would like to help identify barriers, Action 2.1.2.
- Major Cox would like to work on Actions 2.1.1 and 2.1.2.

- Jennifer would like help with Action 3.1. She is one of the trainers for Region 3. Also would like to help Paul with 2.1.1.
- Sarah would like to be involved with 3.1. Two of her staff are involved in SOAR and she would like to be involved in discussing these barriers.
- Scott can help with Action 2.2 because 2-1-1 runs out of his office. Will also check with Sherry Miller.
- Paul would like to help out with Action 4.1 because it ties into his support service action.

Discussion of Outcomes

- Outcomes need to be specific, measurable, and achievable.
- Outcomes for Action 2.1
 - Medium term is to provide promising approaches to all the COCs.
 - ◆ Still pretty general.
 - ◆ This outcome is measurable, though.
 - Is the long-term action achievable?
 - Not in the existing economic environment.
 - It is achievable, though there is a lot of policy, a lot of work to be done.
 - The Campaign will outlast the economic downturn.
- Outcomes for Action 2.2
 - Medium term
 - ◆ 2-1-1 reporting can offer some measurements, maybe a tracking of people connecting when they are in the shelters.
 - ◆ Could even look at Detroit 2-1-1 call center. They have 2-1-1 On-the-Go which integrates right into shelters. They want to employ 100 homeless people, and they might have a model we could tap into.
- Outcomes for Action 4.1
 - Coming up with outcomes is hard to do before we understand the substance of the issue.
 - Perhaps it will be easier when people start to report back on their progress.
 - It is a big problem, and taking services to people might also be problematic.
- We will need to further discuss and revise the outcomes for all actions as the group moves forward, possibly in our action teams.

Other Updates

- E-newsletter – what should be highlighted?
 - Everyone should think about and communicate to Jeff K. points of interest from this workgroup’s activities for upcoming editions of the e-newsletter.
- DRT will take action on the various workgroup action plans this month.
 - They are also looking at alignment between the CTEH and Voices for Action Network poverty initiative
- Planning for an all-workgroup convening in April; similar to the one we had in October 2008.
 - Details will be sent out as they become available.

Tasks Assigned

- Everyone should be sending Paul examples of best practices and promising approaches for supportive services.

- Betty Zylstra to contact Paul regarding her best practices.
- Major Cox to send Paul a write-up of the Homeless Advocate position.
- Everyone should meet at least once with their action groups between now and the next workgroup meeting.
- David McConnell will send out contact information for the workgroup membership.
- Everyone should review the Action Plan for composition of the groups assigned to each task.

Next Meeting

- Friday, March 6, 2009 at 1:30 p.m.